

Resource Sharing Advisory Council

November 15, 2005

ATTENDEES: Betty Albright, Rob Carle, Jean Marie Cole, Dawn Geurds, Geoff Kirkpatrick, Joe Nash, Lorraine Smi, Joe Thornton, Amy Williams

MINUTES FROM LAST MEETING: Joe distributed the minutes from the previous meeting (October 18, 2005) and they were approved without discussion.

LOST IN TRANSIT: The “lost in transit” reports on the web reports page (<https://horizon.uhls.lib.ny.us/reports/>) indicate pretty clearly that a lot of items – particularly DVD’s and CD’s -- are disappearing while in transit from one library to another, and the most likely cause is theft by the courier company, probably at their sorting facility. Although we can’t prove this conclusively, the courier has paid reparations to some libraries when presented with a bill for “lost” items. Joe T will email all libraries and ask them to review their “lost in transit” reports, search their shelves for all items on the lists, and submit lists of the unfound items to UHLS, which will ask CD&L for compensation.

A related question is how to prevent ongoing theft. UHLS has purchased 1,000 nylon bags that may be (not “must be”) used by libraries to conceal DVD’s and CD’s as well as protect them from moisture. The meeting attendees repeated their conclusion from the previous meeting that they will almost certainly not use the bags because of the extra effort needed to handle them, the “Steal me, I’m valuable” message that’s implied by the bag, and other reasons.

An overarching theme of the whole “lost in transit” discussion is that we don’t want the courier to drive (I think this pun was unintended) our business decisions. For example, we don’t want to have to stop loaning DVD’s because of theft. We don’t want to have to bag all DVD’s because of theft. We don’t want to have to stop sending money from one library to another because of theft. etc.

CIRCULATION ANOMALY: Joe Nash described a common but not critical situation where the library receives a printed bill for a patron for, say, \$15.95, but the borrower’s record shows the item as “Overdue” with a \$5.00 fine. After a long discussion, everyone agreed that the only way to relieve Joe T’s complete confusion would be to bring examples to the next meeting. The problem is likely at least partially due to the fact that we wrote our own notice program, and it may not be as tightly integrated with Horizon as we need it to be. Joe T will follow up on this aspect of the problem.

NEW NOTICE PROCEDURE: Betty asked when the new notice system that Joe T demonstrated at the last meeting would be available for the libraries to use. Joe T was surprised by this, because his perception was that the reaction of both Resource Sharing and ASC was tepid to say the least when he first presented the idea. A long discussion

ensued about how the new system might work, and there were so many variations of how libraries might want it customized that Joe T decided to stop the conversation today, take a fresh look at the system before the next meeting, and put it on the agenda then.

MISCELLANEOUS: On average, about five patrons a day change their notification methods through the *Profile* section of *My Account* in the HIP. The large majority chooses email. Joe T will look into making the availability of this feature better known.

UHLS is looking into the cost of licensing another TeleCirc phone line. We have two now, both for outgoing calls, and the third would be for incoming calls.

The next meeting is scheduled for Tuesday, December 13, 2005 at 9:00 AM at UHLS.